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PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McConnell et al.)
)
Serial No.: 10/645,917) Art Unit: 2855
)
Filed: August 20, 2003) Confirmation No. 9581
)
For: Method and System for Selecting a)
Preferred Contact Center Agent Based)
on Agent Proficiency and)
Performance and Contact Center State)

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

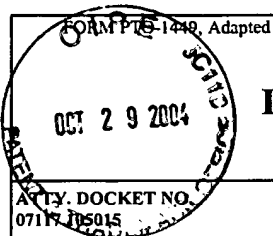
Respectfully submitted,

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K&S Docket: 07117.105015 US
3578370

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 25, 2004.

Robert T. Neufeld, Reg. No. 48,394



LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ACTY. DOCKET NO. 07117 JDS015	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 2855

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,100,329	3/31/1992	Deesen et al.			11/27/1990
	AB	6,775,377 B2	8/10/2004	McIlwaine et al.			7/18/2002
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AN						
	AO						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP	Affidavit of John McIlwaine dated September 20, 2004
AQ	Star Trainer; <i>Simulation Training for Call Center Agents</i>

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.